

PRIVACY & COOKIES POLICY

INFORMATION COVERED BY THIS STATEMENT

This Privacy Policy applies to the use and processing of personal information collected and used by Thin Raft CIC.

By using our website or otherwise providing your personal information to Thin Raft, you agree to the collection, use and sharing of your information in accordance with this policy. Please read this Privacy Policy carefully and [contact us](#) if you have any questions.

Personal information is information, or any combination of separate pieces of information, that could be used to identify you.

INFORMATION THIN RAFT COLLECTS

We may collect information about you from a variety of sources. This includes information we collect directly from you; information we collect when you visit our site and information provided to us by third parties.

INFORMATION WE COLLECT DIRECTLY FROM YOU

We collect information directly from you when you choose to call or email us, or otherwise provide information directly to us. The following are examples of information we may collect directly from you:

- Name
- Email address
- Postal address
- Telephone and/or fax number
- Payment information and bank account details
- Future communication preferences

INFORMATION WE COLLECT WHEN YOU VISIT OUR WEBSITE

We use cookies and other technologies to collect information when you visit our sites however this data does not identify you individually – please refer to our cookies policy for more information.

INFORMATION THIN RAFT COLLECTS FROM OTHER SOURCES

We may obtain information about you from other sources, including publicly available sources such as social media platforms are:

- Name
- Email address
- Publicly observed activities or information made available by you to the public, such as blogs, videos, internet postings, and user generated content.

HOW THIN RAFT USES THIS INFORMATION

We use the information we collect to provide a tailored response to your enquiries. The following are examples of how we may use the information we collect:

- Answer your questions or respond to your requests
- Create and manage your account
- Process payment for services
- Protect against or identify possible fraudulent transactions
- Send you email and/or postal messages with information about Thin Raft with your express consent
- Enforce our Terms and Conditions and otherwise manage our business

Thin Raft will only process your information in pursuance of our **legitimate interest** if we receive any requests related to, for example a service or call-back, or specific marketing materials; we will use your personal information to fulfil your request.

Where we need to manage your account and protect you against or identify possible fraudulent transactions, we will do so in accordance with our **legal obligation** placed on us under law. We will seek consent from you if we need to process your data for solely identified purposes.

INFORMATION SHARING

The success of our business depends on your trust, and we do not sell your personal information to marketers.

THIRD-PARTY SERVICE PROVIDERS

We engage third-party service providers to perform a variety of business operations on our behalf. In so doing, we may share your personal information with them. We provide our service providers with only the personal information they need in order to perform the services we request, and we contractually require that they protect this information appropriately and not use it for any other purpose. Such third parties are only engaged with your express consent.

For example, we may rely on a 3rd party service provider to:

- Host our sites and deliver our email or other communications
- Perform other services that we request.

PERSONAL INFORMATION RETENTION PERIOD

We will retain Personal Information for the period necessary to fulfil the purposes outlined in this Privacy Statement, unless a longer retention period is required or permitted by law.

YOUR COMMUNICATION OPTIONS

We give you choices about how we communicate with you and you can change your preferences at any time by [contacting us](#).

YOU AND YOUR INFORMATION

To the extent provided for by applicable law, you have certain rights in respect of the management of the personal data we hold about you.

ACCESS

We take steps to keep your personal information accurate. You can request details of the information we hold on you at any time by [contacting us](#).

DATA DELETION AND OTHER RIGHTS

To the extent provided by applicable law, you have the right to request rectification of your personal data; to obtain restriction of the processing of personal data; to object to the processing of personal data (including direct marketing) and to data portability. To exercise any of these rights, please [contact us](#).

CONSENT

Where you have provided consent for our processing of your personal data, you may withdraw that consent at any time by [contacting us](#). We will cease processing your personal data as soon as reasonably practicable following our receipt of your withdrawal.

COMPLAINTS

If you consider that we have processed personal data in violation of applicable law, please contact us as described below. If you consider that we have processed personal data in violation of applicable law and failed to remedy such violation to your reasonable satisfaction, you may also lodge a complaint with the Information Commissioner.

COOKIES

WHAT ARE COOKIES?

Cookies are small text files that are placed on your computer when you visit a website. They are widely used in order to make websites work more efficiently and provide basic functionality such as remembering preferences or filling out forms. They are also used to provide information and insights to the owners of the site that help to improve performance and offer a better user experience.

Internet browsers typically accept cookies by default, but it is possible to set a browser to reject cookies.

LINKS TO THIRD PARTY SITES AND SOCIAL MEDIA

This Privacy Policy only applies to this website, thinraft.co.uk. Thin Raft may include links to third-party websites, plugins and applications. Thin Raft does not control these third-party sites, and we encourage you to read the privacy statement of every site you visit. We do not control these third party websites and are not responsible for their privacy statements and how they use your data.

INFORMATION SECURITY

Thin Raft is committed to keeping personal information secure. We have implemented technical, administrative and physical procedures designed to protect personal information from loss, misuse or alteration.

We limit access to personal information to those who have a business need. We keep personal information only for so long as deemed reasonably necessary.

UPDATES TO OUR PRIVACY POLICY

We will post changes to this Privacy Policy and indicate the effective date when this Privacy Policy is updated. If we make any material changes to this Privacy Policy, we will notify you by sending an e-mail to the e-mail address you most recently provided us or by posting notice of the changes on this site.